Friends Against SCAMS

Government Counter Fraud AWARDS 2019 SHORTLISTED

NATIONAL TRADING STANDARDS
Scams Team

Scam Marshal Partner Pack

www.FriendsAgainstScams.org.uk/ScamMarshals

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The National Trading Standards (NTS) Scams Team want to recruit new Scam Marshals from across the country. The work Scam Marshals do is vital to help close down the criminal companies and individuals behind the scams. Our research has shown that this scheme helps to improve the wellbeing of Scam Marshals and therefore their (your) local community as they go out and talk about their experiences. This pack also includes a poster which can be put up on office notice boards and shop/car windows (we find it looks better if laminated).

Please use this pack when training members of staff and interacting with victims of scams. It has been designed to increase awareness of the Scam Marshal scheme. If you are not already signed up as a Friends Against Scams (FAS) organisation, you may want to consider signing up, please visit the website www.FriendsAgainstScams.org.uk. Some of our signed up FAS organisations have trained their employees to spot victims of scams and support them in receiving the help that they may need. Depending on your organisation, you (and your employees) may encounter victims of this type of fraud in a variety of ways, face to face, over the phone or in home visits.

Scam Facts

Scams are fraud.
Fraud is a crime.
All scams are crimes.

£5-10 BILLION A YEAR

The cost to the UK economy

53% of people aged 65 and over have been targeted by a scam

37% of people have been targeted by a scam five times or more

45% of people have taken no action to protect themselves against scams in the last 12 months

5% of scam victims report the matter to law enforcement

22% of victims don't tell anyone as they feel too embarrassed

65% have taken no action to protect friends and family

Scam Marshal Scheme

A Scam Marshal is any resident in the UK who has been targeted by a scam and wants to fight back and take a stand against scams. Scam Marshals do this by using their own experience to talk to others about scams in their community and/or by sending any scam mail that they receive to the NTS Scams Team so that it can be utilised as evidence in future investigative and enforcement work. This work by Scam Marshals plays a huge role in helping to stop the scam mail altogether.

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Why should they become a Scam Marshal?

Becoming a Scam Marshal can be very rewarding and fulfilling work:

- Saves money
- Improves self-confidence
- Reduces temptation to respond to scams
- Increases awareness of scams
- Educates and helps others
- Assists with NTS Scams Team investigations

After three months the following was reported by Scam Marshals:

- 94% reported feeling happier
- 84% reported feeling safer
- 98%*had money saved

Many of our Scam Marshals find that after sending their mail to the NTS Scams Team and not to the criminals, the amount of scam mail they receive dramatically reduces and in some cases stops all together. Initial findings show that as well as reducing the amount of scam mail the Scam Marshals receive, being part of the project also supports their emotional wellbeing.

What does being a Scam Marshal mean?

All Scam Marshals will receive a certificate confirming their partnership with the NTS Scams Team. They will also receive a monthly newsletter that will include monthly highlights, enforcement updates and sometimes special requests from our investigators. Scam Marshals receive a freepost mail bag on a monthly basis to allow them to send their scam mail into the team at no cost to them.

Scam Marshals will have the opportunity to access the NTS Scams Team pen pal scheme.

How a Scam Marshal can get involved

Whilst Scam Marshals do not have any required duties and they can take a stand against scams in their own way, below are some suggestions for what they may want to do to get involved:

- Use their monthly freepost envelope to send scam mail they receive into the NTS Scams Team.
- Talk to their neighbours about scams and encourage them to be scam aware.
- Contact their local Neighbourhood Watch group and talk to them about scams and scams awareness.
- Find out what Friends Against Scams is doing in their area and get involved.
- Put up posters in their local community advertising the Scam Marshal scheme (please contact the NTS Scams Team for these).

This list is not exhaustive. It's up to them to do as much or as little as they want as a Scam Marshal. All new ideas are very welcome.

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What Scam Marshals say

"Since trading standards have been to see me, I have been able to save £40 a month from my pension and I now have £430 saved on my card ready to pay the bills when they come in."

Ruby

"Best thing about the scheme is knowing that something is being done about it [scam mail]."

George

"The amount of scam mail I receive has reduced from 20-30 letters a week to just 2-3 a week."

Betty

"Since becoming a marshal I have saved roughly £3,000 and the amount of scam mail I receive has dramatically reduced."

Graham

Six weeks worth of scam mail from when Graham first became a Scam Marshal.

Six weeks worth of scam mail from Graham six months after he became a Scam Marshal.

Scam Marshal sign up form

By registering as a National Trading Standards (NTS) Scams Team Scam Marshal I agree for any mail I send to the NTS Scams Team to be used for investigations into the perpetrators of scams and to be used as evidence in law enforcement proceedings. I understand that my personal data will not be shared for any other reason than the above and will not be shared with third parties. I agree to be contacted by the NTS Scams Team on a monthly basis with a newsletter about scams and how to protect myself. I also agree to be contacted from time to time about my activities as a Scam Marshal.

I understand that a full version of the NTS Scams Team's Privacy Notice can be found on the Surrey County Council website and that I will be issued with an abridged version of the Privacy Notice with my first Scam Marshal pack.

Have you ever responded to scam mail? **Yes** ☐ **No** ☐

Have you ever lost money to scam mail? **Yes** ☐ **No** ☐

If 'Yes', how much? .....

How much scam mail do you receive a week? WB2,5

Do you know how to spot a scam? **Yes** ☐ **No** ☐ WB3

Do scams make you feel unsafe at home? **Yes** ☐ **No** ☐ WB4

Do you know where to get help with scams? **Yes** ☐ **No** ☐ WB3

Do scams make you feel unhappy? **Yes** ☐ **No** ☐ WB1

Do you currently feel that you are susceptible to falling for a scam? **Yes** ☐ **No** ☐

NAME .....

ADDRESS .....

.....

POSTCODE .....

PHONE NO .....

Once completed please send to **'Freepost, NTSST, Mail Marshals' (no need for a stamp).**

WB Relates to the well-being survey, WB1 = Wellbeing statement 1. To be recorded by NTS Scams Team.

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Take a stand against scams and become a Scam Marshal today!

What is a Scam Marshal?

A Scam Marshal helps to fight back against scams by sending their scam mail to the National Trading Standards (NTS) Scams Team (FREEPOST) who investigate it and act on the scams. Scam Marshals also raise awareness within their communities.

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◄ Six weeks worth of scam mail from when Graham first became a Scam Marshal.

Six weeks worth of scam mail from Graham, six months after he became a Scam Marshal. ►

Sign up and become a Scam Marshal today:

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@FriendsAgainst @AgainstScams Friends Against Scams